



STATE OF TENNESSEE  
**BUREAU OF TENNCARE**  
 PO Box 22630  
 NASHVILLE TENNESSEE 37202-2630

### Do you need special help?

See the "Do You Need Special Help?"  
 page with this letter.  
 It tells you where to call.

<Bar code>

Case Number

Date

Enrollee Name

Address

Address 2

City, State, Zip

## It's time to renew your TennCare.

### "Renew" means to apply again.

You must get your renewal pages to your DHS  
 (Department of Human Services) office by <90<sup>th</sup> day>.

Versión en español atrás

The following person(s) must renew their TennCare:

[Name]	[SSN]	[Name]	[SSN]	[Name]	[SSN]
[Name]	[SSN]	[Name]	[SSN]	[Name]	[SSN]
[Name]	[SSN]	[Name]	[SSN]	[Name]	[SSN]

## To keep TennCare, what do you need to do?

Fill out the renewal pages that came with this letter. Renewal pages are the pages you fill out to apply again. Get them to your DHS office. You can mail them, drop them off, or fax them to DHS. Your DHS office is

<County Name>

<Address>

<City, State Zip>

## How long do you have to get your renewal pages to DHS?

You have until <90<sup>th</sup> day>, but don't wait. Try to do it as soon as you can.

## What if you can't finish your renewal pages on time?

Fill out as much as you can and get them to DHS on time.

You can keep TennCare while DHS helps you finish.

## Get your renewal pages to DHS by <90<sup>th</sup> day>

### OR your TennCare will end.

If your TennCare ends, you will get a letter that tells you how to appeal.

## We must have proof for some of the facts you give us.

If we do, we'll tell you the kind of proof we need. Send what you have with your renewal pages.

If you don't have all your proof, DHS can help you get it.

## Do you need help filling out your renewal pages or getting proof?

## TN 135.11

Call your DHS office and tell them. Their phone number is **<phone>**.

What if you can't get your DHS office by phone? Call the DHS Help Line at **1-888-863-6178**. It's a free call.

- **Do you or the person on TennCare have a mental illness?** The TennCare Partners Advocacy Line can help you. Call them free at **1-800-758-1638**.
- **Are you having problems getting the help you need?** Call the TennCare Information Line free at **1-800-669-1851**. In Nashville, call **741-4800**.

## What happens after DHS gets your renewal pages?

DHS has 45 days to decide if you can keep TennCare. To decide, they must get all your facts and proof. What if you need more time to get your facts and proof? Tell your DHS worker.

What if you can't get your DHS worker by phone?

Call the DHS Help Line free at **1-888-863-6178**. They will help you.

If you ask, DHS will give you more time.

You **don't** have to meet with a DHS worker to renew your TennCare. You can if you want to.

If you want to meet with a DHS worker, call them to set a time.

There are 2 kinds of TennCare – TennCare **Medicaid** and TennCare **Standard**.

What if you get a letter that says you can't get TennCare **Medicaid**?

You may still be able to keep TennCare **Standard**.

You'll get another letter. It will say if you can keep TennCare **Standard**.

It will also say if you need to do anything else.

## What if we say you can't keep TennCare?

You can appeal. The letter will tell you how to appeal.

**People who lie on purpose to get TennCare may be fined or sent to jail.**

## We do not allow unfair treatment in TennCare.

No one is treated in a different way because of race, color, birthplace, language, sex, age, or disability. Do you think you've been treated unfairly? Do you have more questions? Do you need more help? You can call the TennCare Information Line free at **1-800-669-1851**.

In Nashville, call **741-4800**.

### Attachments

Renewal Pages	TN A044
Do You Need Special Help?	TN A003
Foreign Language Assistance	TN A014